

Physical Therapy Examiners Board

Description

The State Board of Physical Therapy licenses qualified physical therapists and certifies physical therapist assistants, investigates complaints, conducts hearings, and enforces the standards of practice for the physical therapy profession. The Board serves approximately 3,011 professionals licensed and certified to practice in the state, as well as all Arizona citizens who receive these professional services.

IT Vision

To establish and maintain the technology necessary to provide the Arizona Board of Physical Therapy, the citizens of Arizona, the licensees, other agencies/organizations and the general public with comprehensive access to the most recent information regarding the physical therapy profession in the state of Arizona.

IT Mission

To establish and maintain the necessary information technology and equipment to assist the Arizona Board of Physical Therapy to efficiently and effectively protect the health, safety, and welfare of the public in regulating the physical therapy profession.

Goal 1

To improve the ability of the public to acquire information on the compliance history of licensees via e-mail and through the agency Web Site.

Objective 1

The agency will maintain Internet service for purposes of facilitating improved communication with the public.

Current Situation

E-mail service was implemented in FY 2000, and staff e-mail addresses can be accessed from the agency Web Site.

Performance Measures

- 1 Percent of customers/members of the public, who respond favorably on written surveys to the agency's use of Internet-based communications. (Note: this data will not be available until sometime in September 2003 when customer satisfaction surveys are returned and tabulated.)

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	55		60	75	75

Objective 2

The agency will add a search feature to the agency Web Site whereby members of the public can access the most current and accurate information on licensees.

Current Situation

This feature was implemented as of 04/30/2003.

Performance Measures

- 1 Verification the feature is available through the Web Site as of 06/30/03.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	100	100	100	100	100

Goal 2

To facilitate faster and more efficient access to documents required for application for licensure or certification, instructions on how to file a complaint, and information on the compliance history of licensees and certificate holders.

Objective 1

The agency will include application forms in PDF format on the Web Site.

Current Situation

All forms and instructions are available for download from the Web Site as of 01/01/2003.

Performance Measures

- 1 Verification application forms in PDF format are available for downloading from the agency Web Site.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	100	100	100	100	100

Objective 2

The agency will include complaint instructions and forms on the agency Web Site for downloading by the public.

Current Situation

The complaint instructions are posted to the Site, but the form is not yet available. It can be requested via e-mail.

Performance Measures

- 1 Verification the complaint forms in PDF format are available for downloading from the agency Web Site.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			100	100	100

Goal 3

Modify the agency data base to more accurately capture and report the information comprising the public record.

Objective 1

The agency will identify and prioritize needed data base modifications.

Current Situation

Modifications are identified, but not yet prioritized.

Performance Measures

- 1 Verification the prioritized data base enhancements are completed.

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			100	100	100

Objective 2

The agency will contract with a private data base developer to create the enhancements.

Current Situation

Planning sessions for the development of the data base enhancements will begin in early August 2003.

Performance Measures

- 1 Completion of the data base enhancements accomplished by the data base developer.

Status Complete

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
		75	100	100

Goal 4

The agency will purchase hardware for purposes of enhancing paperless communication capabilities.

Objective 1

The agency will acquire an image scanner in FY 2003.

Current Situation

Scanner was acquired as a shared purchase between the agency and the Arizona Board of Physical Therapy in May 2003.

Performance Measures

- 1 Acquisition and implementation of the scanner.

Status Complete

Category: Output

Target 03	Actual 03	FY 04	FY 05	FY 06
		100	100	100